



Exam Code: HP0-264

Exam Name: Servicing HP Monochrome LaserJet Printers,
High-End

Vendor: HP

Version: DEMO

Part: A

1: How do you perform an engine test on the LaserJet 9000?

- A.press and hold "CANCEL JOB" while powering the printer on
- B.perform service test
- C.press engine test button
- D.select engine test from the Control Panel

Correct Answers: C

2: On the LJ8XXX, the engine test can only be performed from which tray?

- A.1
- B.2
- C.3
- D.4

Correct Answers: C

3: When printing from a Windows-based application, the paper source is specified on the LJ8XXX by the _____.

- A.print job
- B.print control panel
- C.amount of paper in the tray
- D.tray 1 settings

Correct Answers: A

4: Toner smears on a LaserJet 9000 series printer. Which do you do first?

- A.clean the inside of the printer or use the cleaning page
- B.replace the print cartridge
- C.print a few more pages to see if the problem corrects itself
- D.verify the fuser setting for the media used

Correct Answers: C

5: On the LJ8XXX what must be removed first before the fusing assembly can be removed?

- A.Diverter Assembly
- B.Duplex Assembly
- C.Face up Bin
- D.Delivery Assembly

Correct Answers: B

6: You are servicing a LJ8XXX printer that is presenting a defect on the page at consistent intervals. What do you use to troubleshoot this issue?

- A.defect analysis tool
- B.print the engine test page
- C.print the PQ troubleshooting page
- D.repetitive defect ruler

Correct Answers: D

7: The Maintenance Kit for the LJ8XXX printer includes _____. Select THREE.

A.toner cartridge

B.transfer roller

C.pickup rollers

D.fuser

E.registration roller

F.feed/separation rollers

Correct Answers: B D F

8: The stapler/stacker accessory is not working correctly on a LaserJet 9000 printer. Which diagnostics tests do you use to find the problem? SELECT TWO.

A.device service mode

B.individual motor test

C.face-up bin full sensor test

D.accumulator calibration test

Correct Answers: A C

9: What language personalities are supported on the LJ8150? Select TWO.

A.PCL6

B.PCL5c

C.PCL5e

D.Adobe PostScript

Correct Answers: A C

10: The customer is experiencing a "TONER OUT" message after replacing the toner cartridge. What other component may be involved?

A.fuser assembly

B.laser scanner

C.DC controller PCB

D.high voltage power supply

Correct Answers: D